



## **DISTRICT 1199 NM**

### **Press Release**

Wednesday, August 07, 2013

### **For Immediate Release**

***For ‘One brief and shining moment, there was Camelot at CHRISTUS.’***

The following is a statement from Fonda Osborn, President, National Union Of Hospital and Health Care Employees – District 1199 NM, in response to the letter received regarding the complaint she filed on behalf of hospital workers and patients at CHRISTUS St. Vincent Hospital in Santa Fe, New Mexico:

“We received by US Mail a letter from the Complaints Manager of the Health Facilities Licensing and Certification Bureau of the New Mexico Department of Health (DOH) stating that:

*“The investigators reviewed pertinent medical records, policies and procedures, and schedules. Interviews were conducted with the staff, residents and family members as appropriate. Observations were made in all necessary areas of patient care.*

*At the time of the investigation the facility was found to be in compliance with applicable regulations. Thus, your complaint is unsubstantiated.”*

“We find it interesting that the DOH chose the words “at the time of the investigation.”

“Employees agree that during the four days the hospital was visited by the investigative team from DOH the staffing at the hospital met regulatory requirements ... the nurse to patient staffing ratios for those four days were the highest we have seen in over two years. CHRISTUS STAFFED-UP as soon as the DOH arrived.

“We only wish the DOH were to insist that the staffing standards used during that ‘brief shining moment’ at St. Vincent’s Hospital, be what the CHRISTUS administration were ordered to use when the regulatory agencies are not around as they were from July 8<sup>th</sup> through July 11<sup>th</sup>.

“For ‘one brief and shining moment, there was Camelot’ at CHRISTUS.

“We are reviewing the letter and will make a more detailed response and inform the public what the next step will be in the coming days.

“But for the moment we want to express our extreme disappointment that, beyond the assessment of not quite four days of activity at the hospital when the CHRISTUS administration pulled out all stops to cover their previous understaffing at the hospital, the NM DOH seems to have neglected to seriously review the very detailed and documented complaint we filed.

“By the looks at the date the letter was written, which was at least a week before it actually was mailed, the DOH spent little time looking at the information we provided them.

“They also provided no response to our several requests they interview nurses and other direct care giving staff outside the hospital so that the employees would not have to fear retaliation from supervisors who were in earshot of the few employees we know were interviewed in the hospital, yet they spent numerous hours listening to the administration.

“They called me and after about 30 minutes of what appeared to me to be a superficial expression of interest, I never heard from them again, despite offering to gather people to speak with them who are experts on our staffing team.”

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Further information may be acquired by contacting:

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